



Division of Services for the Deaf and the Hard of Hearing
North Carolina Department of Health and Human Services
800-851-6099/919-874-2212 V/TTY
919-855-6872 Fax

DSDHH Administrative Office 2301 Mail Service Center Raleigh, NC 27699-2301 www.ncdhhs.gov/dsdhh

June 21, 2010

Received & Inspected

JUN 29 2010

FCC Mail Room

Ms. Marlene H. Dortch
Office of the Secretary
Federal communications Commission
445 12th St., SW, Room TW-B204
Washington, DC 20554

RE: CG Docket 03-123

Dear Ms. Dortch:

Enclosed is a copy of North Carolina's annual consumer complaint log summaries for the 12 month period between June 1, 2009 through May 31, 2010.

Should you have questions concerning the reports, please feel free to contact me at Tom.Galey@dhhs.nc.gov or 919 827-0680.

In advance, I thank you for your support for our telecommunication relay service for Deaf, Hard of Hearing, Deaf-blind and Speech-Impaired people.

Sincerely,

Thomas A. Galey, Program Manager
Telecommunications Resources Manager

Cc: Dianna Downey, Public Staff, NC Utilities Commission
Kendrick Fentress, Public Staff, NC Utilities Commission
Jan Withers, DSDHH



North Carolina FCC Complaint Log 2009-2010

Complaint Tracking for NC (06/01/2009-05/31/2010). Total Customer Contacts: 33

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/08/09	Accuracy of captions	06/09/09	A customer shared feedback regarding the accuracy of captions on the CapTel phone. A Customer Service Representative apologized for the incident, and thanked the customer for bringing this matter to our attention. Customer Service identified the cause of this difficulty, and reported this to Call Center Management. The incident was corrected at the Communication Assistant's work station. It was also noted that the Communication Assistant experienced audio difficulties on the call so this was shared with the customer.
2	06/13/09	A VCO customer said that the Communication Assistant's spelling was poor, and that she could not understand what her sister was saying during their call. Apologized to the customer, and a follow up was requested.	06/13/09	The Communication Assistant was followed up with, and found that there were a number of typos that would be difficult to understand. The agent was coached on pacing the voice person to assure better typing accuracy. The supervisor was unable to reach the customer for follow up.
3	06/29/09	A customer said that the captions stopped in the middle of their call.	07/01/09	A customer shared feedback regarding captions stopping after seeing the Communication Assistant number at the beginning of a 2-line call. A Customer Service Representative apologized for the incident, and thanked the customer for the feedback. It was determined that a technical issue at the Communication Assistant's workstation caused this.
4	07/24/09	Disconnect/Reconnect during calls	07/24/09	The customer was sent information explaining the difference between a CapTel and a traditional phone. It was also explained to the customer the reasons for disconnect/reconnect, and an email was sent with tips to reduce this occurrence.
5	09/09/09	Accuracy of captions	09/09/09	A customer shared feedback regarding the captioning of names and places. A Customer Service Representative shared how captions are generated, and how the captionist serves as a transcriber, and is not able to ask the other party for clarification on spelling. The Customer Service Representative suggested that the CapTel user ask the speaker for clarification to confirm a name or place. The customer understood.
6	10/27/09	Accuracy of captions	11/03/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident, and thanked the customer for the feedback. The call detail was shared with Call Center Management for follow up with the Communication Assistant by a supervisor. The Customer Service Representative called the customer again and explained that the captionist who had handled this call was followed up with by their supervisor. The customer was pleased and thankful for the follow up.
7	11/06/09	Accuracy of captions	11/06/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident, and thanked the customer for the feedback. The call detail was shared with Call Center Management for review.

8	01/04/10	A customer said that the Communication Assistants continue to mistake her for a child, and hang up on her. Also, many of the Communication Assistants will not give their identification number.	01/04/10	A training refresher will be given to all agents.
9	01/22/10	A customer wanted to inform us that a certain Communication Assistant is not patient, and is rude. The customer said that not all deaf people can type fast, and that they were typing the area code, and number to dial when the operator interrupted the customer asking for the number to dial. The customer also said that their friend informed them that this operator had a bad attitude, and was rude. The customer would like this Communication Assistant to be spoken to. Customer Service apologized to the customer, and informed the supervisor of this situation.	01/22/10	The Communication Assistant was spoken to about the importance of being patient with all customers. The importance of customer service with the inbound and outbound was also stressed.
10	01/25/10	A VCO customer stated that on a call with their daughter, the Communication Assistant's typing was difficult to read. The customer had to have the operator repeat, but then could read the typing. Customer Service apologized to the customer. The customer would like a follow up from a supervisor.	01/25/10	The Communication Assistant was spoken to, and they did not have any garbling on their end of this call. The garbling was most likely on the customer's end. The customer was contacted, and Customer Service explained that the problem was probably garbling. The customer said that this was the only time they have experienced this, so they will let us know if it happens again in the future. The customer was thanked for her time.
11	01/26/10	A customer said that the outbound voice was suddenly unable to hear the agent, so the voice line hung up.	01/26/10	The agent filed a trouble ticket on this matter.
12	02/01/10	Dial Tone - Not heard	02/01/10	A customer's husband reported no dial tone on their CapTel. A Customer Service Representative advised a physical reset. This resolved the customer's experience.
13	02/01/10	Dial Tone - Not heard	02/01/10	A customer reported no dial tone on her phone line. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
14	02/02/10	Dial Tone - Not heard	02/02/10	A customer's helper reported no dial tone on their CapTel. Also, calling to the CapTel phone revealed an error message from the telephone service. A Customer Service Representative advised the customer to contact the telephone provider to restore the dial tone.
15	02/03/10	A customer said that a Communication Assistant placed a call for them, found a hold time of 28 minutes, and then disconnected. The customer was upset because she knew that the hold time would be long, and really needed to get through the line. The customer believes that the Communication Assistant disconnected the call. The customer also reported a large amount of garbling on the call. Customer Service apologized for the problem. Follow up was not requested.	02/03/10	A supervisor met with the Communication Assistant, and they remember the call. The Communication Assistant remembered that it was a call to a government agency with a hold time of approximately 28 minutes, which the Communication Assistant relayed to the caller. The Communication Assistant asked the customer if they wanted to hold, and they said yes. After approximately 15 minutes of holding, the Communication Assistant asked the customer if they would like to continue to hold, to which the customer replied yes. After several more minutes, the Communication Assistant received the "red information box" indicating that the inbound caller had hung up. At that time the Communication Assistant released the call. It appears that the Communication Assistant followed correct procedures, as they did not hang up while the inbound was still connected.
16	02/04/10	Dial Tone - Not heard	02/04/10	A customer's helper reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset. This resolved the customer's experience.

17	02/05/10	Technical - General	02/05/10	A customer said that their call was cut off before the conversation had ended. A Customer Service Representative investigated the call, and informed the customer that the Communication Assistant had logged a trouble ticket noting that audio had been lost on this particular call. It was confirmed that the supervisor was involved before a disconnect was done. The Customer Service Representative apologized for the inconvenience, and the customer was satisfied.
18	02/08/10	Dial Tone - Not heard	02/08/10	A customer stated that their caption light continues to flicker, but there are no captions or a dial tone on their CapTel. A Customer Service Representative advised the customer to perform a physical reset of the phone. This resolved the customer's experience.
19	02/11/10	Dial Tone - Not heard	02/11/10	A customer's daughter called citing no dial tone on their CapTel. A Customer Service Representative advised them to perform a physical reset which resolved the customer's experience.
20	02/15/10	Dial Tone - Not heard	02/15/10	A customer's daughter called citing no dial tone on their CapTel. A Customer Service Representative advised them to perform a physical reset which resolved the customer's experience.
21	02/17/10	A Communication Assistant made a very negative comment to a customer, and then was relieved. The customer would like a follow up.	02/17/10	The supervisor and center manager met with this Communication Assistant to go over the importance of treating every call with absolute courtesy, politeness, and professionalism. The Communication Assistant understands. Three attempts were made to contact the customer, and the customer was contacted as requested.
22	03/02/10	Dial Tone - Not heard	03/02/10	A customer's daughter called citing no dial tone on their CapTel. A Customer Service Representative advised them to perform a physical reset which resolved the customer's experience.
23	03/10/10	A customer said that the Communication Assistant typed several spelling errors, and sometimes repeated the same thing twice. The customer wanted a follow up immediately.	03/10/10	The Team Leader met with the Communication Assistant, and found that they did spell correctly but was unsure of how to spell a name, so they tried to verify the spelling. The Communication Assistant typed the same thing twice, because it was spoken twice, and they must relay verbatim. The Team Leader called the customer back, spoke with them, and they said thank you for handling the issue.
24	03/13/10	A customer stated that the Communication Assistant discontinued their call before she was done speaking, and also the customer had wanted to place additional calls. Customer Service apologized for the inconvenience, and advised the customer that the Communication Assistant in question would be coached on this issue. No follow up was requested.	03/19/10	The Team Leader met with the Communication Assistant to go over the importance of treating every call in an absolutely professional and polite manner. The Team Leader went over appropriate disconnect procedures, and the importance of following customer instructions. The agent understands. No follow up was requested.
25	03/23/10	Dial Tone - Not heard	03/23/10	A customer reported no dial tone on their CapTel phone. A Customer Service Representative advised the customer to remove the faulty duplex jack found during troubleshooting. It was confirmed that this resolved the customer's experience.
26	03/29/10	Dial Tone - Not heard	03/29/10	A customer reported no dial tone. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.

27	03/30/10	Accuracy of captions	03/30/10	A customer indicated that sometimes the captions on her CapTel are incorrect, causing the conversation to be difficult to follow. A Customer Service Representative sent the customer information regarding production of captioning, and encouraged the customer to document the date, time, and Communication Assistant Identification Number of any future calls so that action may be taken.
28	04/12/10	Dial Tone - Not heard	04/12/10	A customer reported no dial tone. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.
29	04/22/10	Technical - General	04/22/10	A customer's friend reported a call in which a single wrong word had been repeated multiple times. A Customer Service Representative investigated and discovered that a trouble ticket had been filed by the Communication Assistant on the call. Technical difficulty had been noted. The Customer Service Representative apologized for the incident, and explained that this was a one time occurrence that had been corrected. The customer's friend inquired about the production of captioning. The Customer Service Representative explained that the captions are created by a captionist using a combination of voice recognition and typing for proper nouns and corrections. The customer was satisfied.
30	05/19/10	Dial Tone - Not heard	05/19/10	A customer's daughter called citing no dial tone on their CapTel. A Customer Service Representative advised them to perform a physical reset which resolved the customer's experience.
31	05/24/10	A customer stated that their Communication Assistant was very rude and disrespectful, but would not elaborate further. The customer said that in all her years using this service, she has never been upset with an operator, and that she did not like his attitude. Customer Service apologized to the customer, and said that the supervisor will investigate. The customer was satisfied, and declined a follow up.	05/24/10	The Team Leader met with the Communication Assistant and was coached on the importance of customer service. The agent understood. No follow up was requested.
32	05/24/10	Dial Tone - Not heard	05/24/10	A customer reported that they had no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset which resolved the customer's experience.
33	05/25/10	Dial Tone - Not heard	05/25/10	A customer reported that their CapTel had no dial tone following a power outage. A Customer Service Representative advised a physical reset, which resolved the customer's experience.